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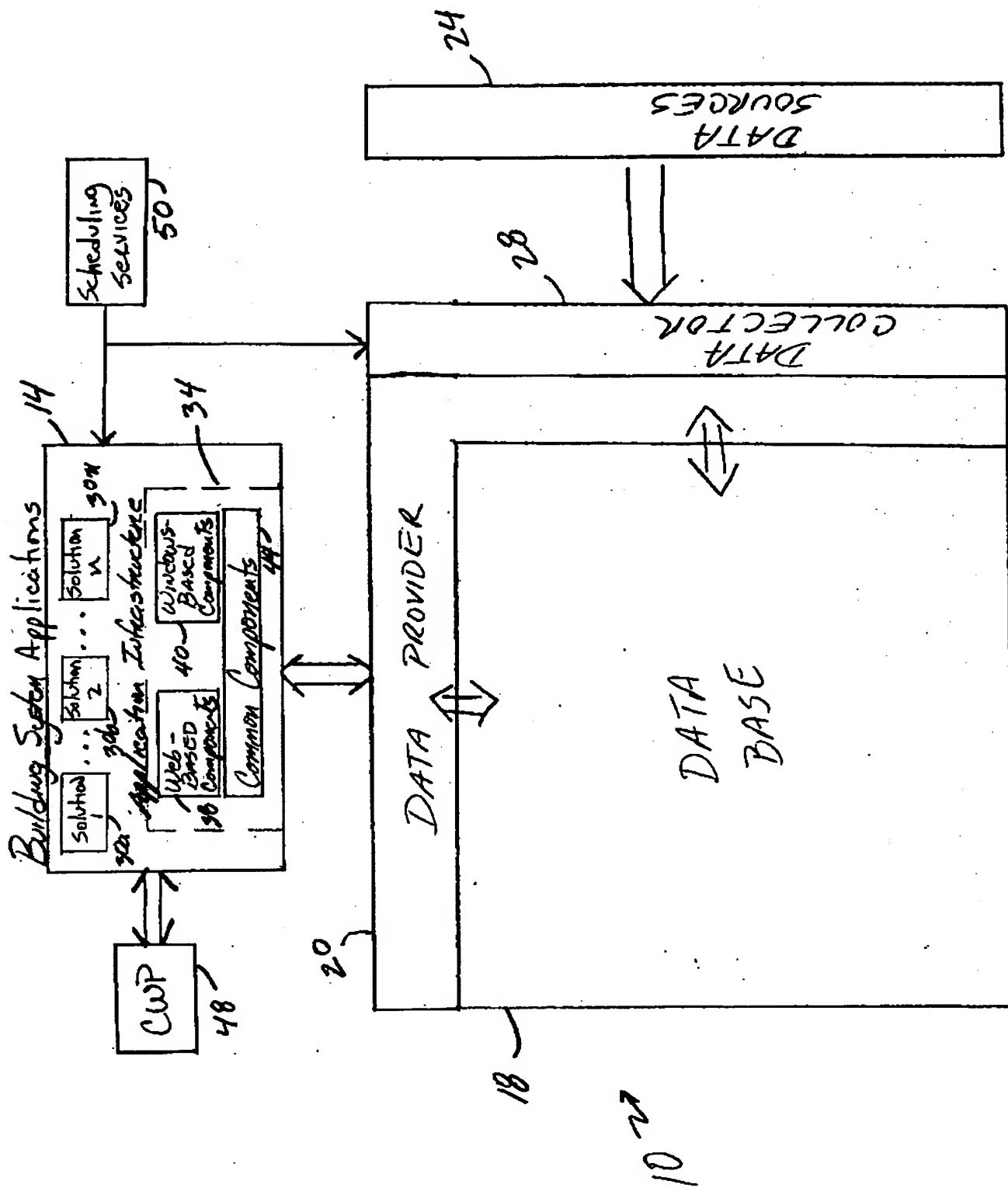


Fig. 1

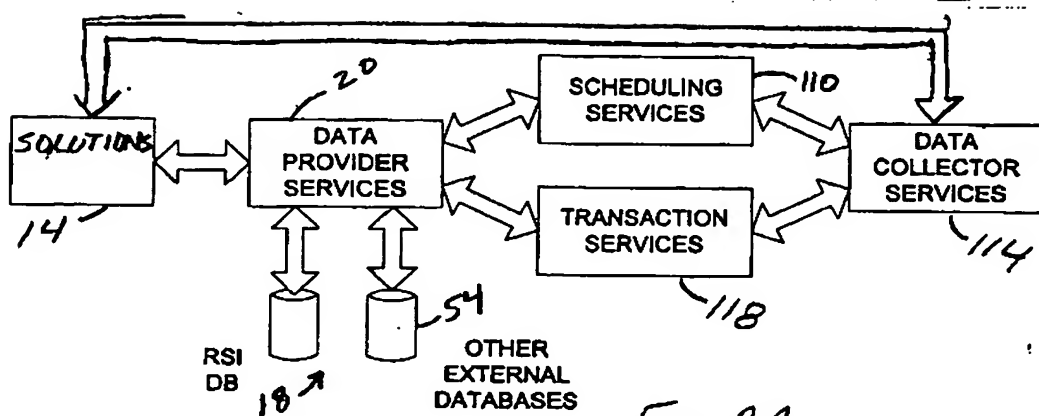


Fig. 2A

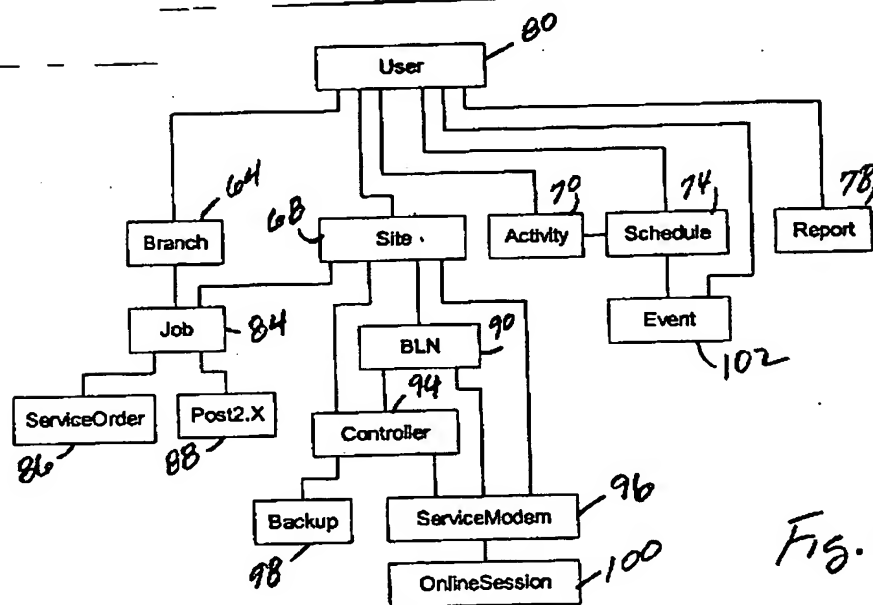
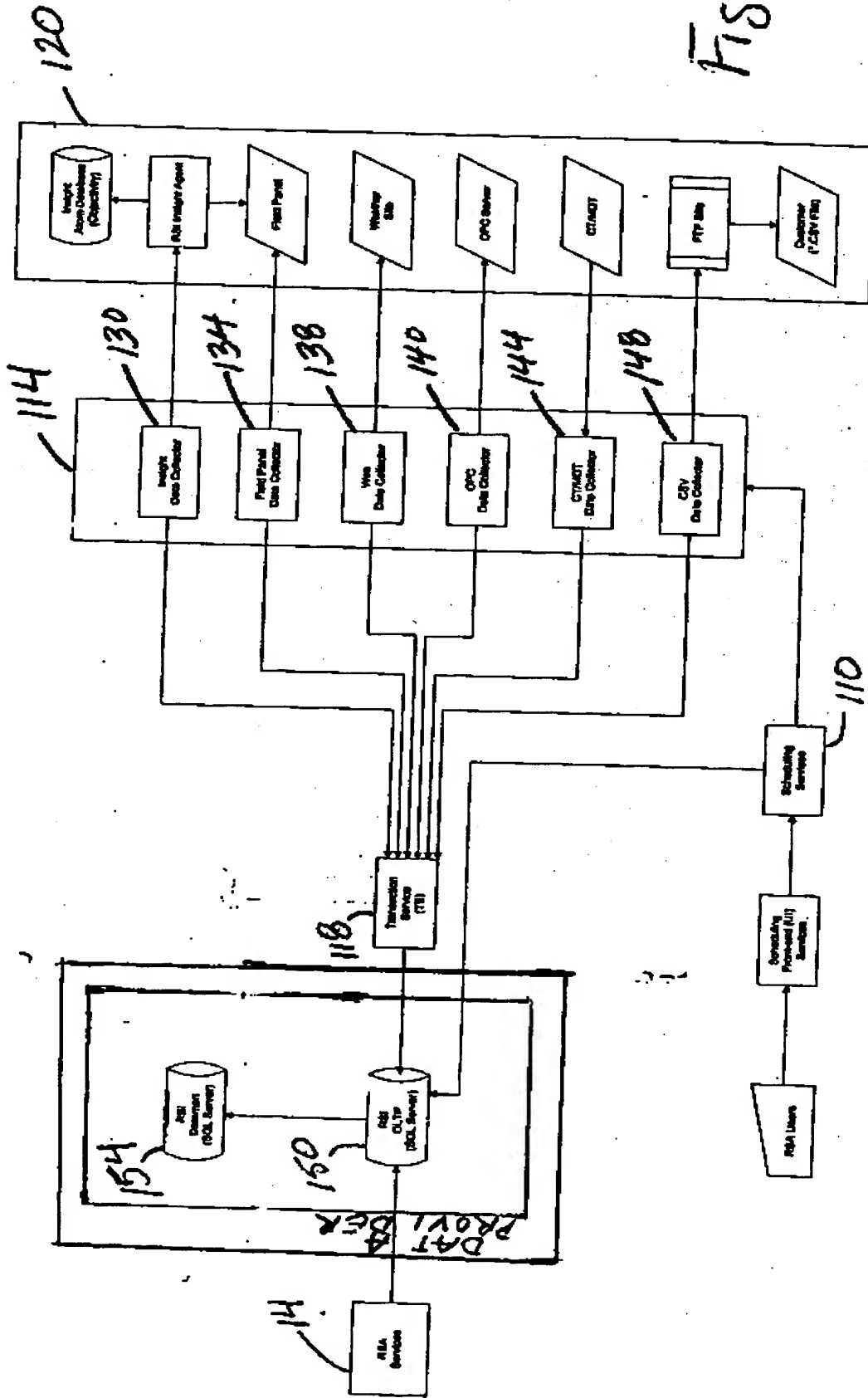


Fig. 2B

FIG. 3



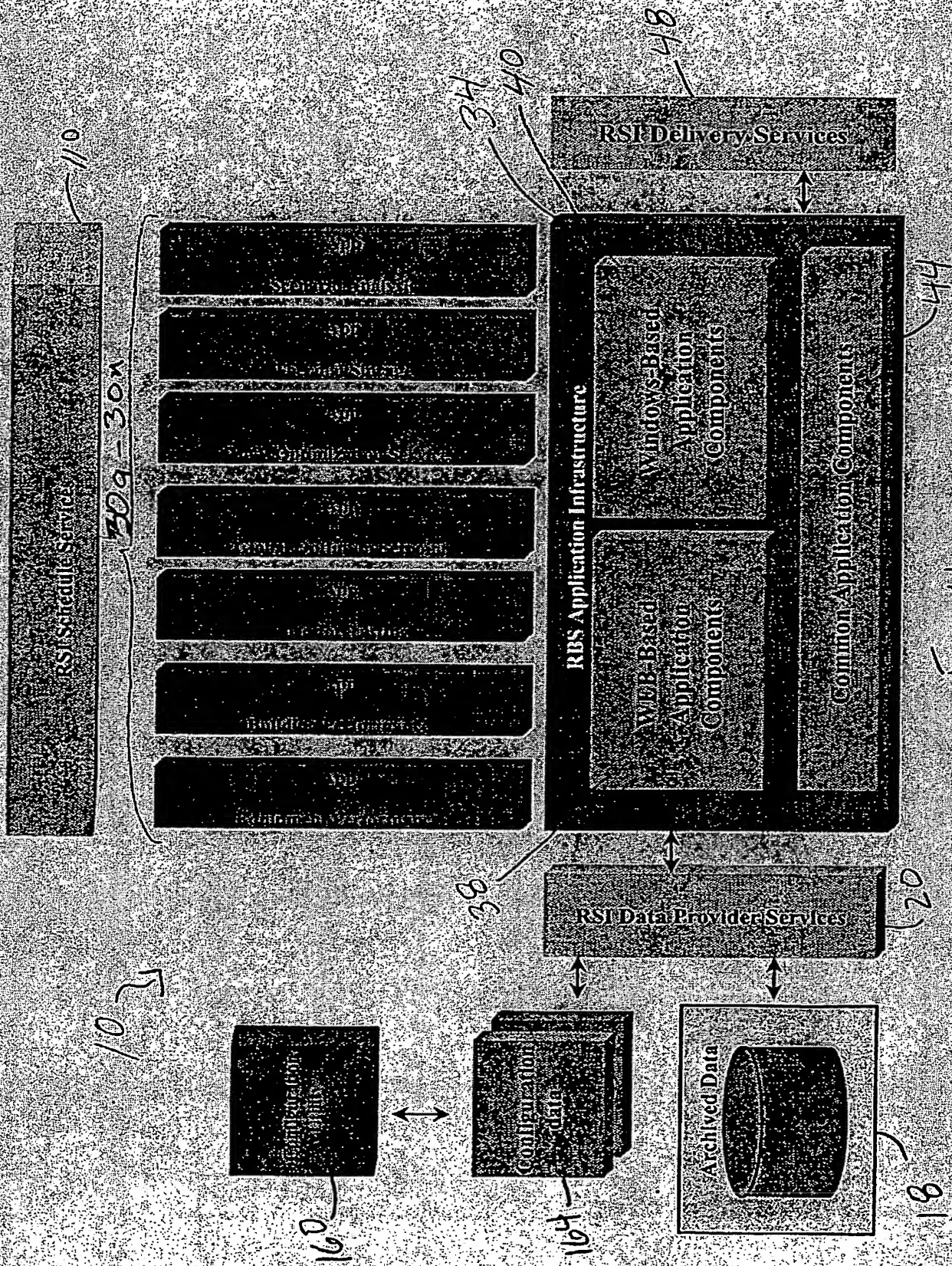
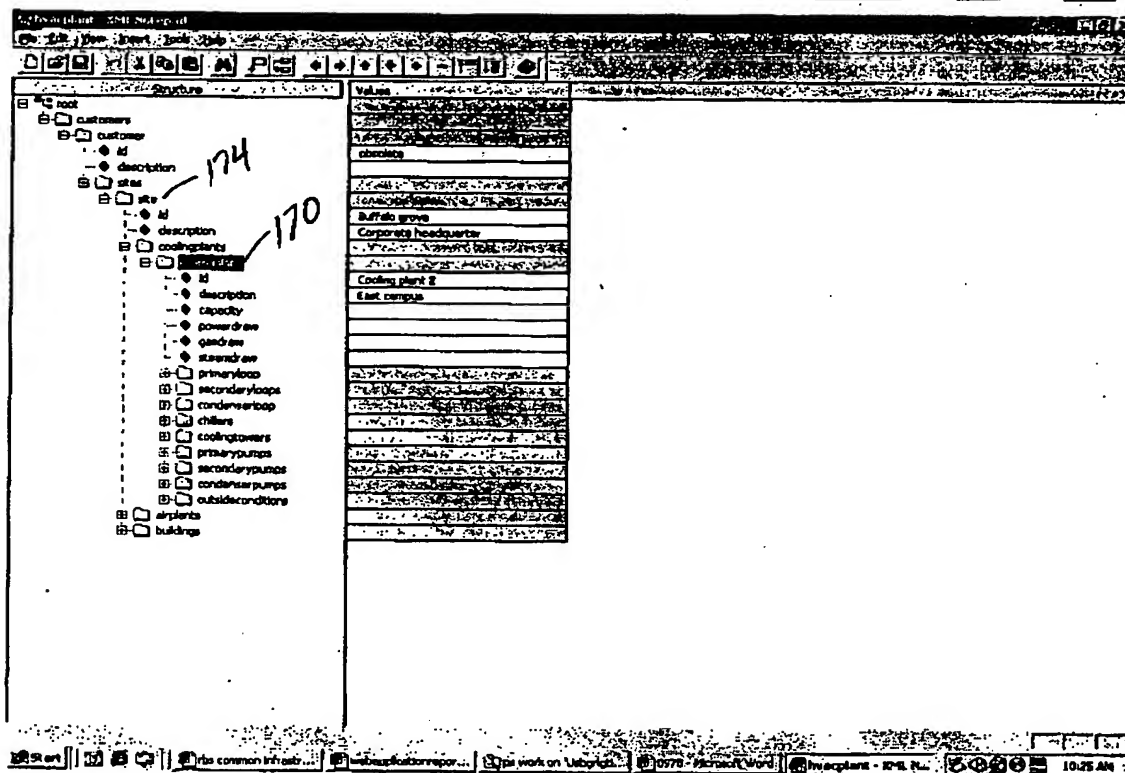
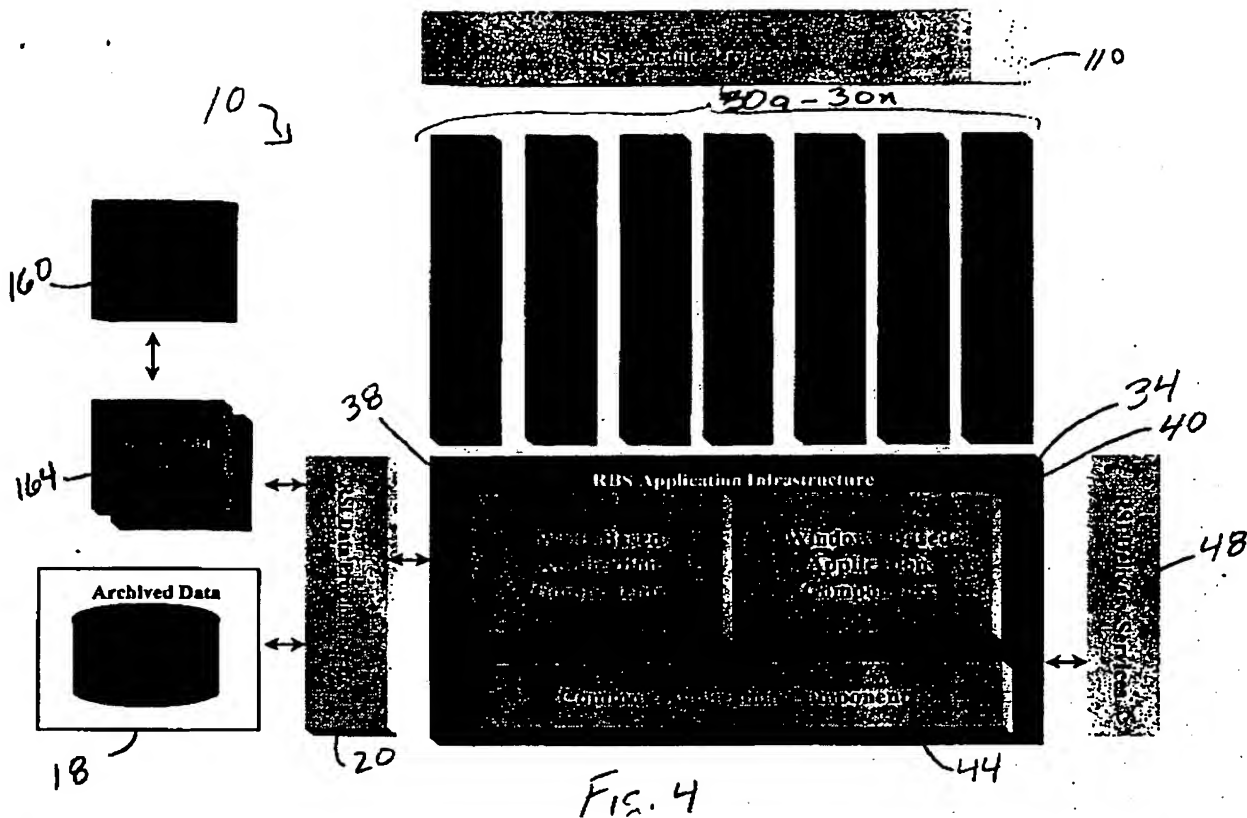


FIG. 4



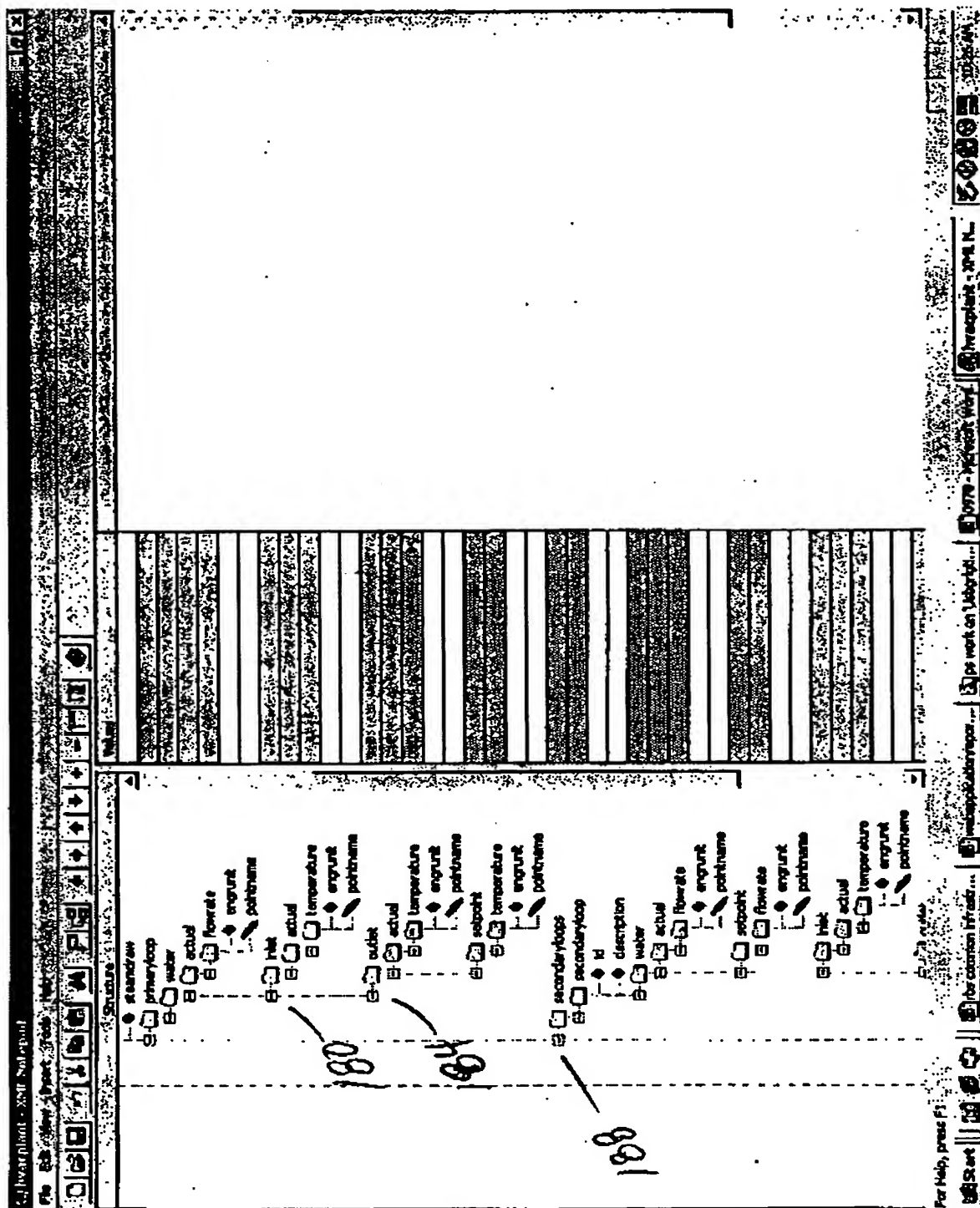


Fig. 6







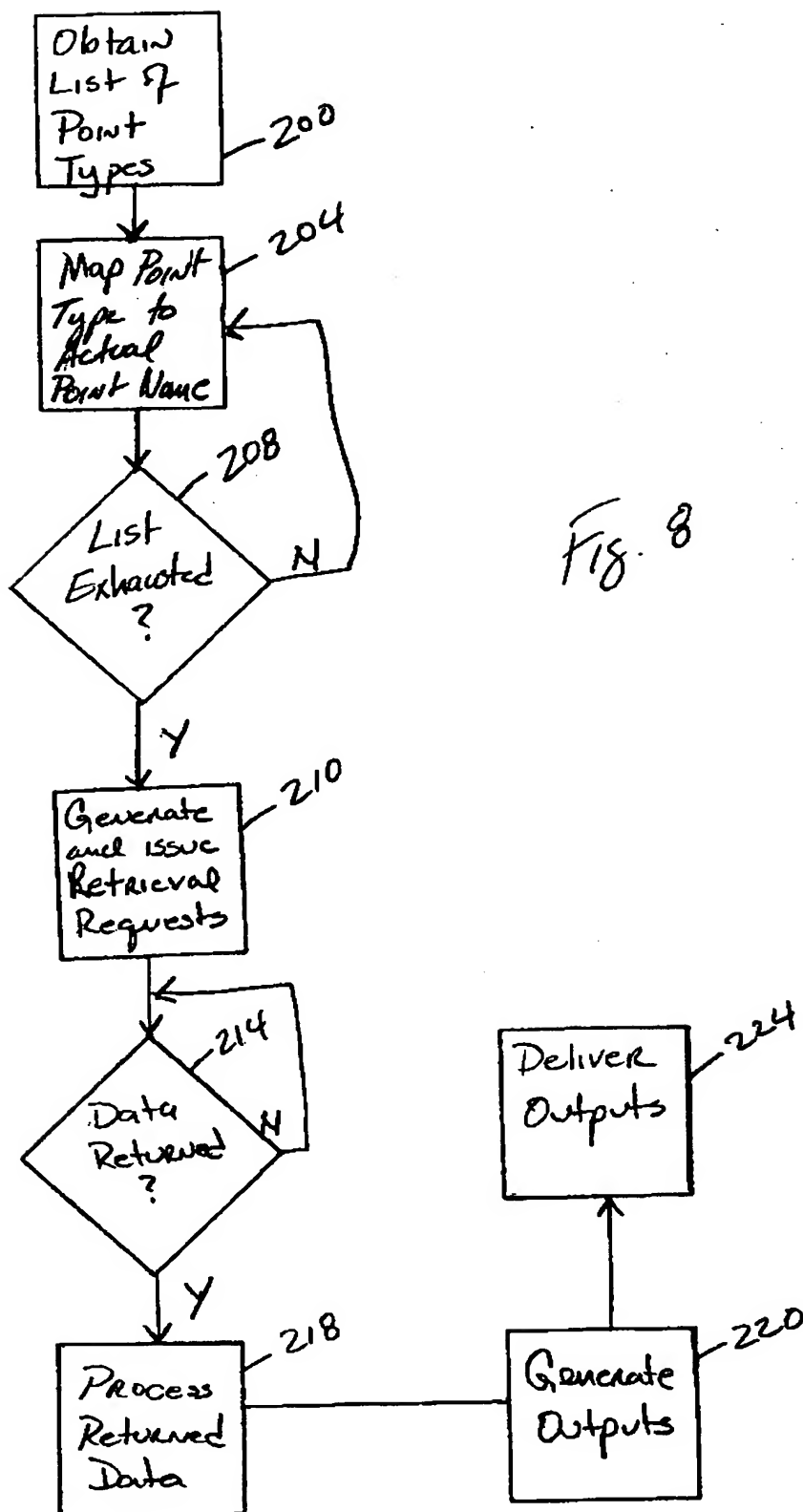


Fig. 8

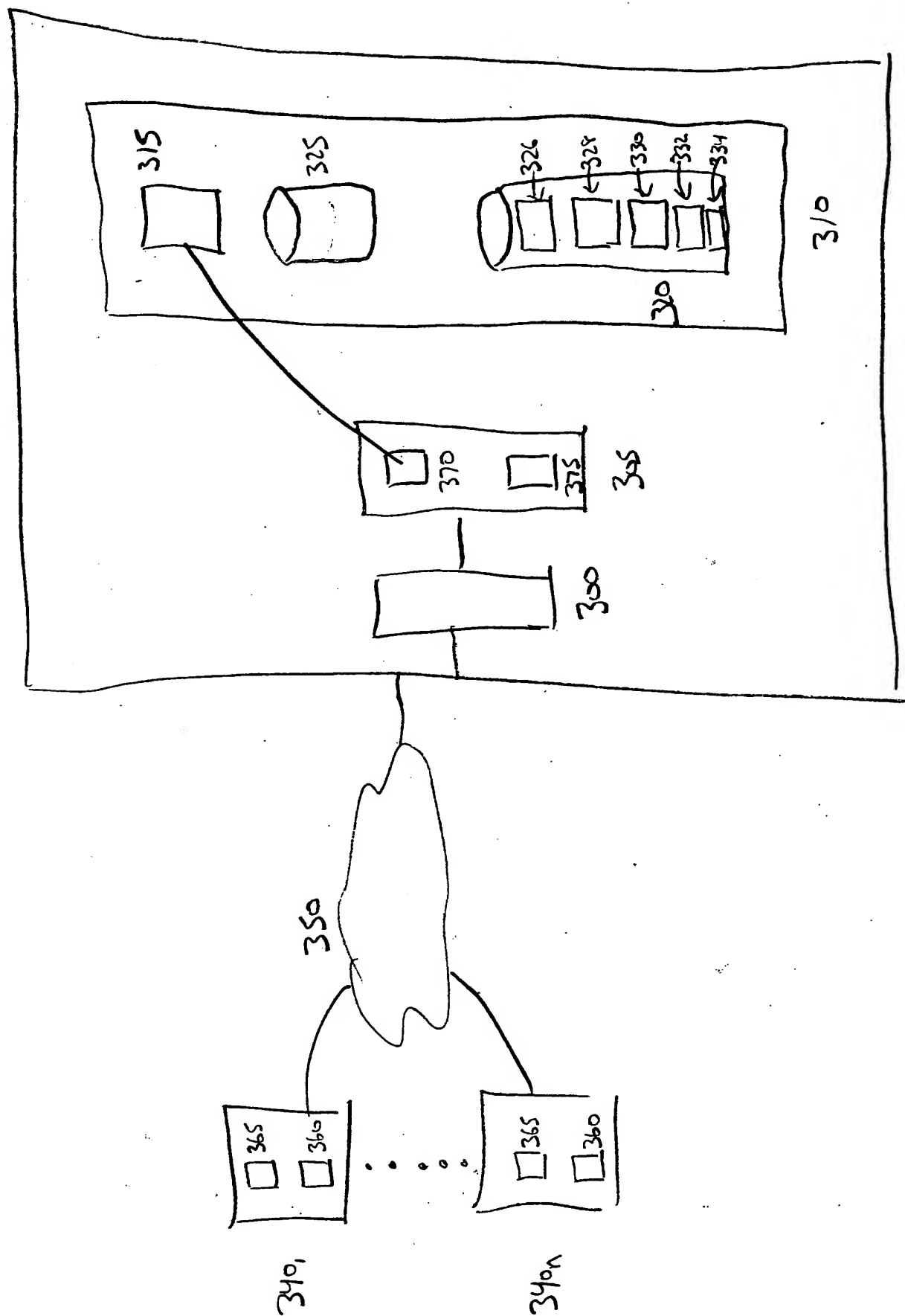
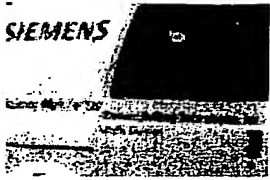


FIG. 9



Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Service Activity

Request Service

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status		System	
Open	▶13	Fire	▶18
Closed	▶150	HVAC	▶56
		Mechanical	▶54
		Security	▶35

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

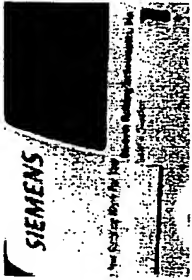
Item 1-5 of 43

Export to: .xls .doc ASCII

Site	Call Status		Call Type		System Type	Number
	Open	Closed	Preventive	Corrective		
▶SZ COLLEGE PARK {B320013}	▶1	▶0	▶0	▶1	▶1 HVAC	▶1
▶SZ COLLEGE PARK {B320013}	▶0	▶3	▶3	▶0	▶0 Mechanical	▶3
▶SZ EAST LIBRARY {B408013}	▶0	▶1	▶1	▶0	▶0 Mechanical	▶1
▶SZ EAST POINT {B425013}	▶2	▶0	▶0	▶2	▶2 HVAC	▶2
▶SZ EAST POINT {B425013}	▶0	▶1	▶1	▶0	▶0 Mechanical	▶1

▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30 next →

FIG. 10



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site360 Home site360 Ordering Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out  
Home | > > > > Open Calls

site360

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

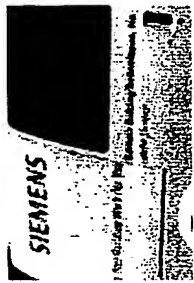
### Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15			S/D			Export to:  .xls  .doc  ASCII		
Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.	
4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE {B251013}	REPLACE SCREENS	Preventive	Mechanical	200303974	
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK {B320013}	PM	Preventive	Mechanical	200304780	
4/18/03	▶ 030416-0594	Open	SZ TOM LOWE {B229013}	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191	
4/18/03	▶ 030416-0589	Open	SZ TOM LOWE {B229013}	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192	
4/17/03	▶ 030416-0551	Open	SZ SOUTHWEST {B440013}	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232	
▶ 1-5	▶ 6-10	▶ 11-15						→ Display Equipment / Contract No.

500

FLG. 11



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | > > > > Open Calls > Service Order

Request Service

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

## Service Order

Below is detailed information for the individual service order you have selected.

### Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (B251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

### Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution	

### Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↓ Equipment ↓ Call Log → Appointments

Equipment 613 620 630

The table below lists equipment that was serviced on the selected order number.

No Data Available.

### Call Log

The table below lists all activities logged to the selected service order number.

FIG. 12

600



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Search for...  go >

Service Central Fileshare Administration Log Out  
Home | >-- >-- >Open Calls >Service Order

site360

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - TSP Contracts
  - Equipment
  - Sites
  - Request Service

## Appointment

Below is the detailed information for the single appointment selected for this call.

## Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO No.	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE (B251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATL	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

## Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FIG. 13

700



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Search for... go >

Service Central Fileshare Administration Log Out  
Home | > > > > Closed Calls

site360

Request Service

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

### Closed Calls

→ Display Filter Criteria →

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178	Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.	Export to: .xls .doc ASCII
4/16/03	▶030307-3331	Complete	SZ EAST POINT (B425013)	PM	Preventive Mechanical	200305028			
4/16/03	▶030403-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive Fire				
4/10/03	▶030307-3327	Complete	SZ FAIRBURN (B323013)	PM	Preventive Mechanical				
4/10/03	▶030410-0128	Complete	SZ FAIRBURN (B323013)	CHANGE THE BELTS	Preventive Mechanical				
4/9/03	▶030307-3325	Complete	SZ SOUTHWEST (B440013)	PM	Preventive Mechanical	200304882			
▶1-5	▶6-10	▶11-15	▶16-20	▶21-25	▶26-30	next →	→ Display Equipment / Contract No.		

800

FIG. 14



Search for ...

[I Service](#)
[I Fileshare](#)
[I Administration](#)
[I Log Out](#)



- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- Request Service
- Equipment
- Sites
- Request Service

## Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking **Display filter criteria** enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 47

Export to: [.xls](#) [.doc](#) [ASCII](#)

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
5/1/03	030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0307	Open	NEHAWICKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
5/1/03	030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
4/16/03	030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
1-5	6-10	11-15	16-20	21-25	26-30	next →	

900

FIG. 15

HCCP  
(a)

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Help Con

Search for... go &gt;

Service Fileshare Administration Log Out

| Home | &gt; &gt; Request Service

Reques

site360

Service Activity  
TSP Contracts  
Equipment  
Sites  
→ Request Service

**Request Service**

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

\* Indicates required field.

Request Type \* Request for service

Priority \* Next Business Day

Select Site \*

OR Enter Site

Load Site Equipment

Select Equipment \*

OR Enter Equipment

Location \*

Description \*

PO No.

Last Name Wallace

First Name Michael

E-mail \* michael.wallace@siemens.com

Phone 847-215-1000

F16.16



Search for...  go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts

Request Service

Service Activity

TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

TSP Contracts



The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

1102

Active	▶3	1106
Expiring	▶0	1108
Cancelled	▶0	1110
Expired	▶1	1112

System

1114

Fire	▶1	1114
HVAC	▶2	1118
Mechanical	▶1	1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Export to: .xls .doc ASCII

1122

Site	Contract Status				Type	System	Number
	Active	Expiring	Cancelled	Expired			
▶UPS 35 Glenlake Automation	▶1		▶0	▶0	▶0 HVAC		▶1
▶UPS 35 Glenlake Fire	▶0		▶0	▶0	▶0 HVAC		▶1
▶UPS 35 Glenlake Mechanical	▶1		▶0	▶0	▶0 Mechanical		▶1
▶UPS 55 Glenlake Automation	▶1		▶0	▶0	▶0 HVAC		▶1
▶UPS 55 Glenlake FIRE	▶1		▶0	▶0	▶0 Fire		▶1
▶1-5 ▶6-6							

1124 1126 1128 1130 1132 1134

FIG. 17



Search for...  go >



Service Central Fileshare Administration Log Out  
| Home | >Service Central >TSP Contracts >Active Contracts

Request Service

- Service Activity
- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports
- Equipment
- Sites
- Request Service

Active Contracts

→ Display Filter Criteria →

Below is an overview of all active service contracts. Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Contract No.		Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶MS-6699	1210		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶PB-1394	1220		FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶PC-1512				UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

→ Display Equipment

FIG. 18



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

Service Activity

TSP Contracts

Active Contracts

Expiring Contracts

Cancelled Contracts

→ Expired Contracts

Custom Reports

Equipment

Sites

Request Service

### Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

#### Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired		
Effective Date	2/1/02	SBT Branch	
Renewal Date	1/31/03	Secondary Contact	
Time to Renewal	-21 Days	Coverage Type	LABOR ONLY
Service Technician/ Account Engineer	Chris Howell	System	HVAC

Description LABOR ONLY

#### Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

#### Detail

Clicking an existing service contract displays the contract in its entirety.

#### Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1



Item 1-1 of 1

Site

▶ UPS 35 Glenlake Fire

Equipment

MECH/SPEC SCHEDULING

F16.18



Search for...  go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment

Request Service

- Service Activity
- RSP Contracts
- Equipment
- Sites
- Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site  go >

Item 1-5 of 35

Export to: .xls .doc ASCII

Site	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation		1	CABINET 11	UPS35GL01	HVAC
UPS 35 Glenlake Automation		1	CABINET 12	UPS35GL02	HVAC
UPS 35 Glenlake Automation	CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03	HVAC
UPS 35 Glenlake Fire	MECH/SPEC SCHEDULING	1		UPS35GL04	HVAC
UPS 55 Glenlake Automation		1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVAC

1-5 6-10 11-15 16-20 21-25 26-30 next >

1404

1406

1402

1400

FIG. 20



Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >-- >Individual Equipment

Request Service

Service Activity  
FSP Contracts  
Equipment  
Sites  
Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	PB-1394
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	021216-0836	

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	020625-0966	
4/4/02	FULL COMPREHENSIVE	preventive	0021032288	

1510

1520

1540

1530

1550

1560

1500

F-16.21





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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment >- >Individual Contract

Request Service

Service Activity

TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

## Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

### Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active	SBT Branch	ATLANTA
Effective Date	1/1/03	Secondary Contact	Jacquelyn Brewer
Renewal Date	12/31/03	Coverage Type	FULL COMPREHENSIVE
Time to Renewal	313 Days	System	HVAC
Service Technician/ Account Engineer	M. Kevin Mote		

Description FULL COMPREHENSIVE

### Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

### Detail

Clicking an existing service contract displays the contract in its entirety.

### Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3



Item 1-3 of 3

Site

- ▶ UPS 35 Glenlake Automation
- ▶ UPS 55 Glenlake Automation
- ▶ UPS 55 Glenlake Mechanical

Equipment

CLIENT WORKSTATION REV \*

FIG. 22



Search for...  go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >- >Service Order

Request Service

- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - Selected Services
- FSP Contracts
- Equipment
- Sites
- Request Service

**Service Order**



Below is the data for the single service activity you have selected.

**Summary**

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

1710

1720

**Detail**

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

**Problem Description**

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

1730

**Further Information**

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)

1740

**Equipment**

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Export to: .xls .doc ASCII

Equipment Name	Quantity	Location	Asset ID
▶	1	CABINET 11	UPS35GL01
▶	1	CABINET 12	UPS35GL02
▶ CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03

1780

**Call Log**

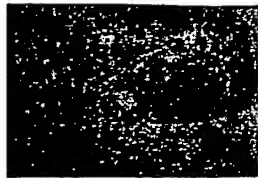
The table below lists all activities logged to the selected service order number.

No Data Available.

1700

1790

F16.23



Search for...  go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites

Request Service

Service Activity  
RSP Contracts  
Equipment  
Sites  
Request Service

### Sites



The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to: .xls .doc ASCII

Site

▶ Primary

▶ SZ COLLEGE PARK {B320013}

▶ SZ EAST LIBRARY {B408013}

▶ SZ EAST POINT {B425013}

▶ SZ ELECTION WSE {B804013}

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

1800

FIG. 24



Search for...  go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites >-- >Individual Site

Request Service

- Service Activity
- FSP Contracts
- Equipment
- Sites
- Request Service

### Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

#### Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

Site	SZ COLLEGE PARK {B320013}	1930 Call Type
		Preventive
		Corrective
Call Status		
Open	▶ 1 1950	
Closed	▶ 3 1960	
		1940 System
		HVAC
		Mechanical

▶ 3 - 1965  
▶ 1 - 1970  
▶ 1 - 1975  
▶ 3 - 1980

#### Service Activity Detail

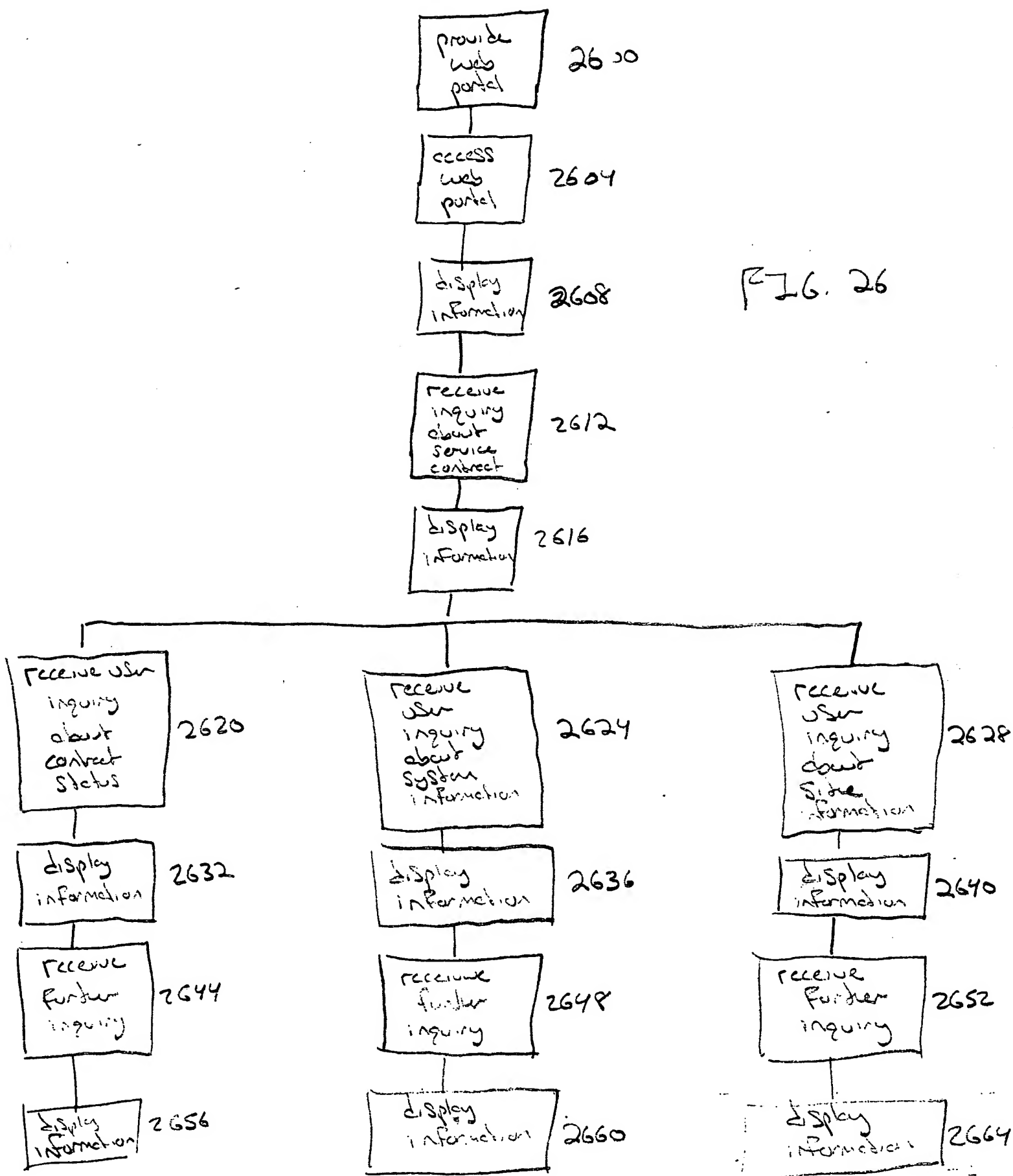
The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-4 of 4

Order No.	PO No.	Description
▶ 021001-0210	PC-02SC87314	ANNUAL CHILLER PM
▶ 021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN
▶ 021016-0068	PC-02SC87314	PM REPAIRS
▶ 030206-0002		this is a test for the call t*

Export to:  .xls  .doc  ASCII			
Call Status	Call Type	Open Date	System
Closed	Preventive	10/7/02	Mechanical
Closed	Preventive	10/16/02	Mechanical
Closed	Preventive	10/7/02	Mechanical
Open	Corrective	2/6/03	HVAC

FIG. 25



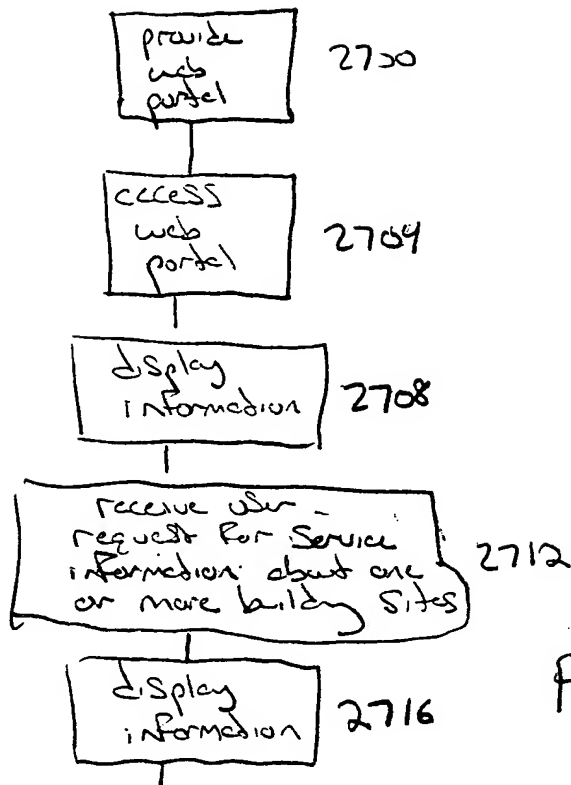
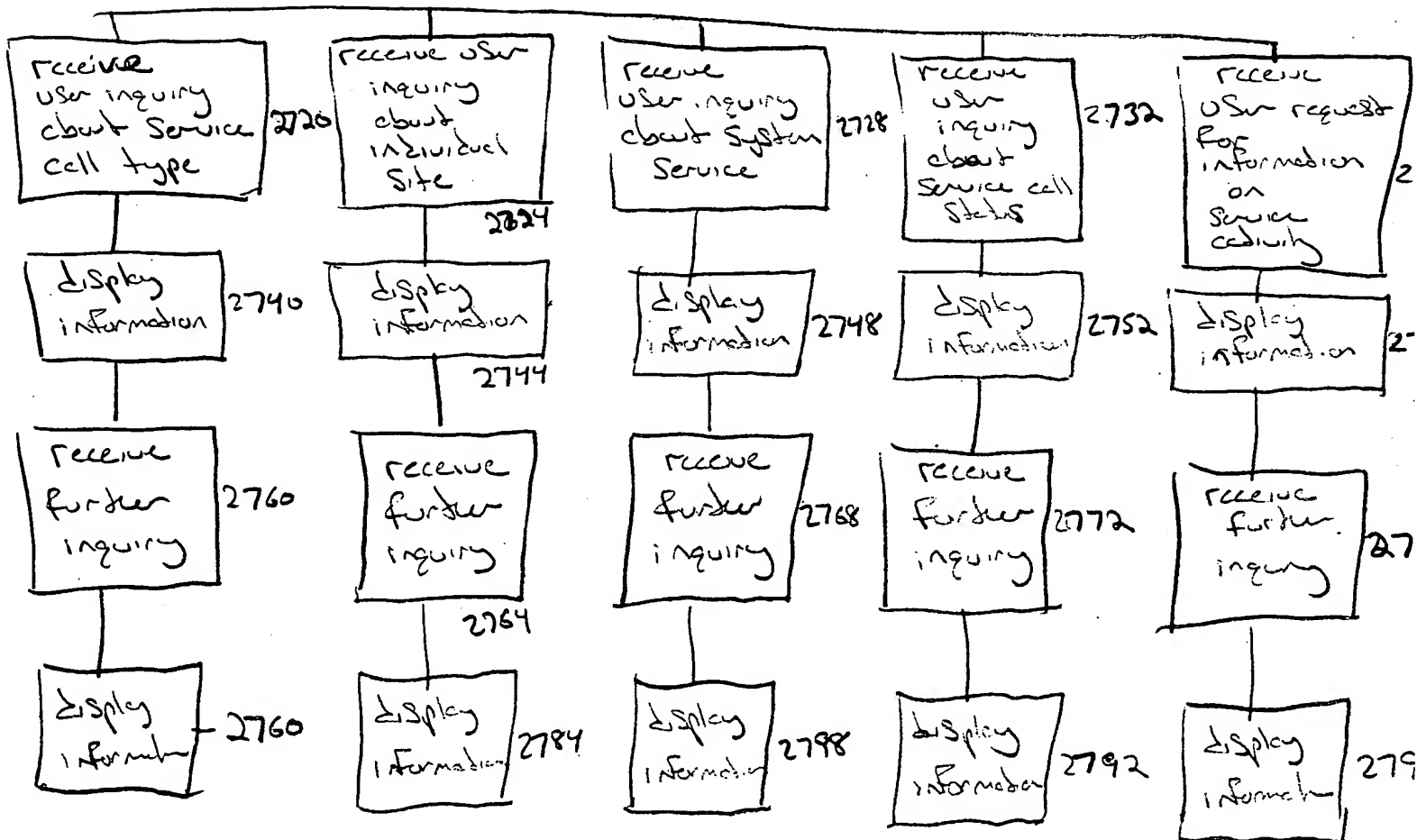
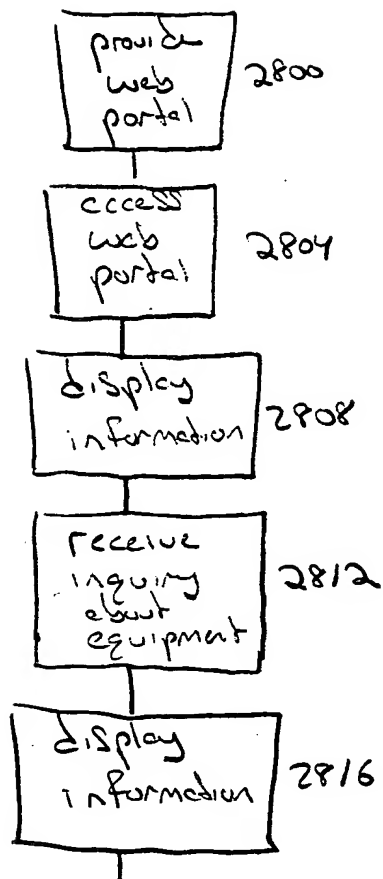
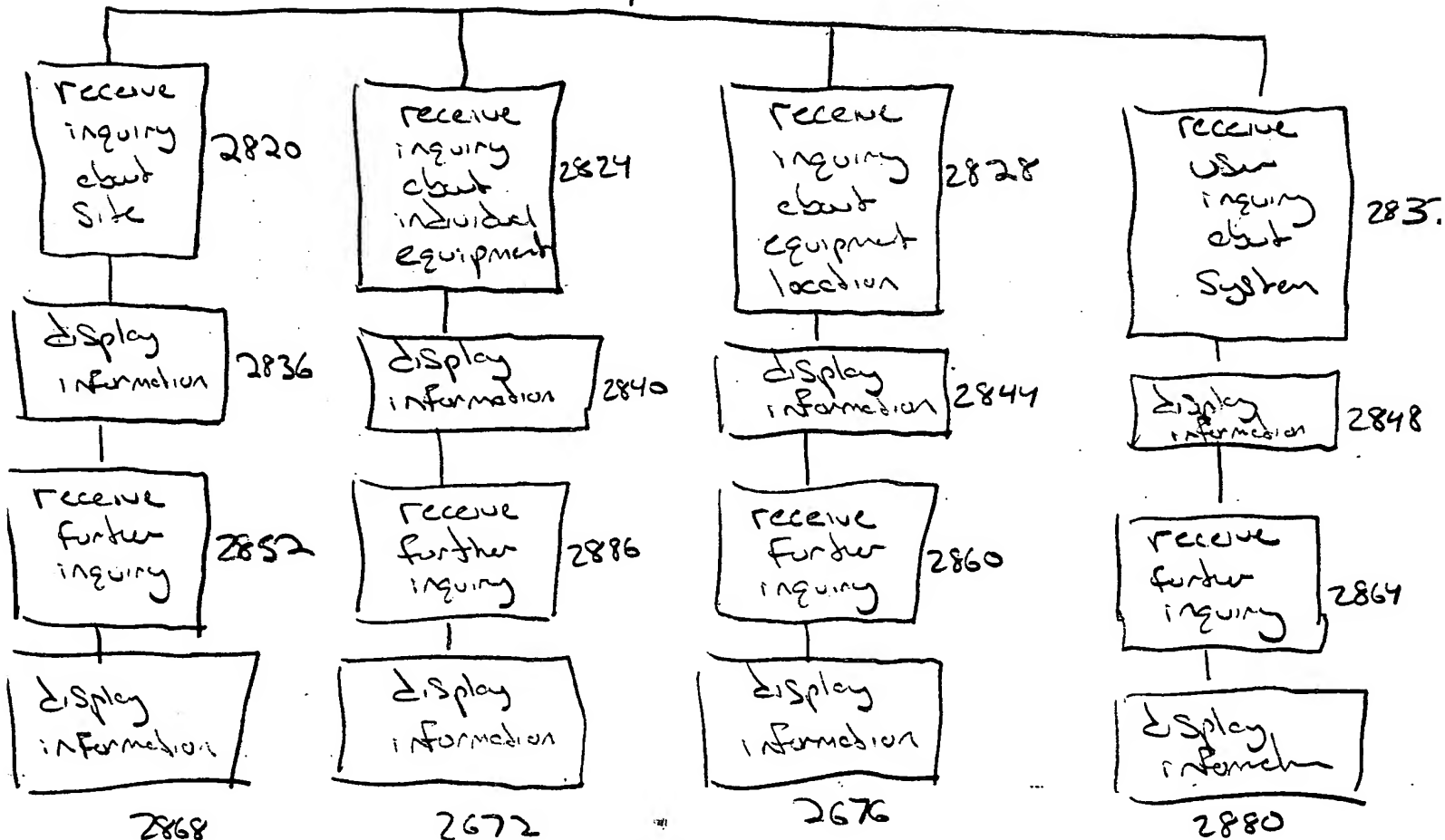


FIG. 27





F16, 28





provide  
web  
portal 2900

access  
web  
portal 2904

display  
information 2908

receive  
inquiry  
about  
site  
information 2912

display  
information 2916

receive inquiry  
about individual  
site 2920

display information 2924

FIG. 29

receive  
inquiry  
about status  
orders for  
site 2928

display  
information 2940

receive  
inquiry  
about status  
of service  
activity at site 2932

display  
information 2944

receive  
inquiry  
about  
types of  
maintenance  
at site 2934

display  
information 2948

receive  
inquiry  
about  
systems  
being  
serviced  
at site 2936

display  
information 2952

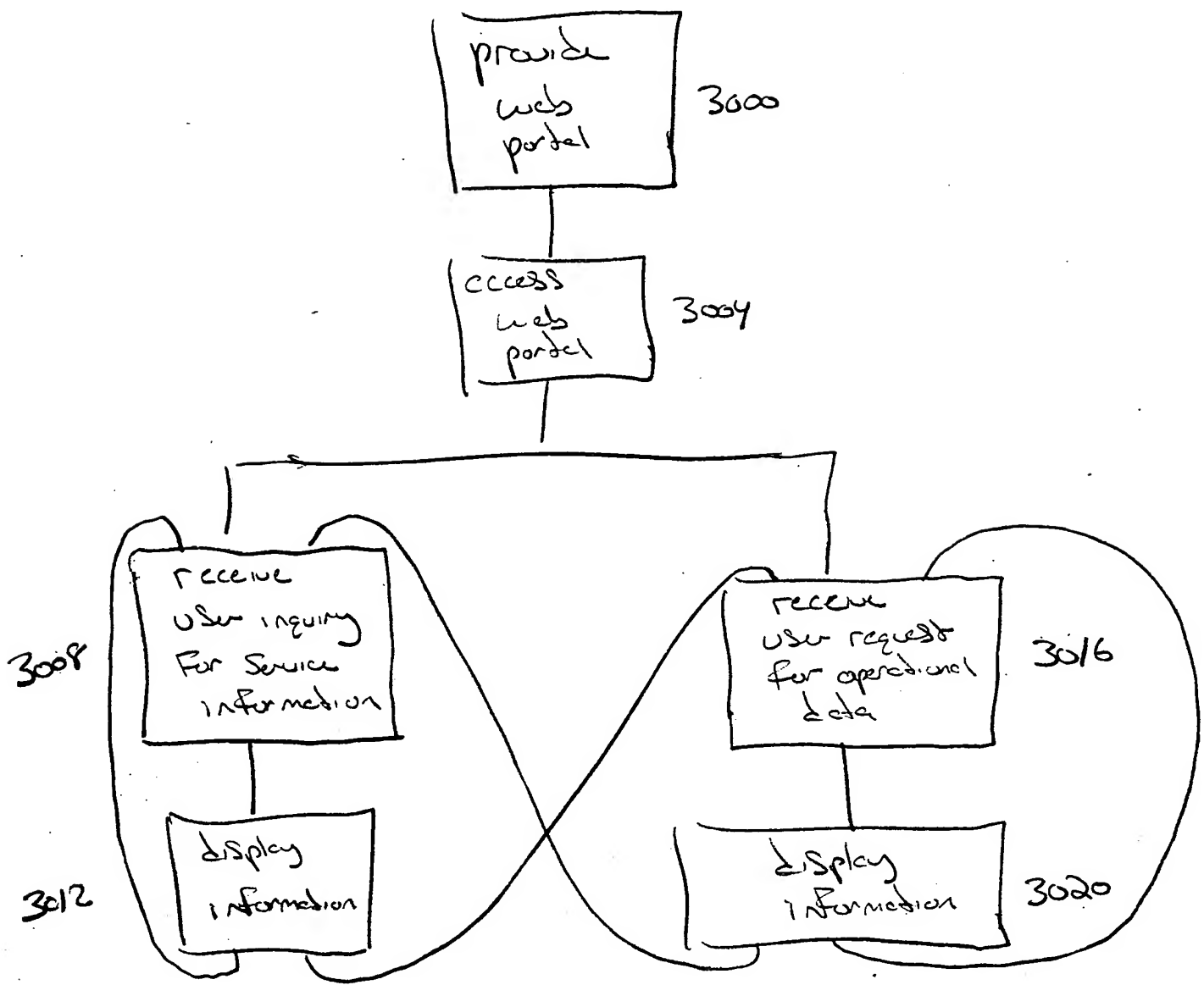


FIG. 30